



The ACFB EAP Programme





Overview of our EAP Programme



As a mental health and wellness company, we at [A Change for Better \(ACFB\)](#) provide Employee Assistance Program (EAP) services to companies that are looking for mental health and wellness support for their employees. EAP is a workplace benefit that offers confidential counseling and support services to employees who are experiencing personal or work-related problems that may affect their job performance, health, and well-being.

We begin by consulting with a representative from the company to determine their needs and goals for implementing an EAP service. We may assess the company's workforce demographics, culture, and existing benefits programs to tailor their services accordingly.

We offer **mental health and wellness services** to employees, such as well-being sessions, therapy, and referral services to other mental health community resources. Packages can also offer educational resources and training to employees and supervisors to promote mental health awareness, stress management, and resiliency.



Overview of our EAP Programme



EAP services are provided through a combination of phone, online, and in-person support, depending on the preferences of the employer and employees.

All services are provided by **Ashley Cairns or other professional members of A Change for Better** (unless otherwise negotiated).

Ashley is a Mental Health Counsellor and Health Improvement Practitioner (HIP) (registrations: MNZAC, ACA, ANZMH). For more information about Ashley Cairns, check out her [website](#).

Overall, our goal is to help companies support the mental health and well-being of their employees by providing highly accessible, confidential, and professional EAP services. In doing so, we aim to promote a healthier, happier, and more productive workforce.





Services Provided



Well-Being Sessions - 30 minutes in length per appointment

- Goal setting and action planning focused
- Uses the FACT model of therapy (Focused Acceptance and Commitment Therapy)
- Session structure:
 - Brief life/problem context - 15 mins
 - Goal setting and action planning - 15 min

These sessions can be purchased in blocks of 10, 30, and 50 sessions

Therapy/ Counselling Sessions - 60 minutes in length per appointment

- Deep dive into more complex situations happening in life
- Uses a mix of CBT (Cognitive Behavioural Therapy), Motivational Interviewing, DBT (Dialectical Behavioural Therapy), and Mindfulness
- Session structure:
 - Life and problem context - 30-40 mins
 - Psychoeducation - 10-20 mins
 - Goal setting - 10-20 mins

These sessions can be purchased in blocks of 10, 20, and 30 sessions



Service Add-Ons



Wellness Resources for Employees

Sometimes, well-being sessions and therapy are not the help your employee is looking for.

Many people already have the ability to work on their own problems, should they have the right resources to help guide them.

We have a variety of worksheets, workbooks, eBooks, audiobooks, courses, and other wellness-related resources available for employees to access.

These resources are all digital and available for an additional \$25 per person accessing yearly. This cost would be invoiced separately on a monthly basis.

Employee Wellness Training

Regularly talking about wellness and making it a focus in the workplace shows employees that you are taking into consideration their full needs as a person, not just an employee.

We provide workplace wellness training on the following topics:

- Mindfulness
- Finding Balance - Ikigai
- Well-being in the workplace
- Effective Time Management Skills

Available as 1 hour, ½ day, and full day workshops

*Please inquire about in-person workshop rates



How it All Works



Once your company has decided on what packages they'd like, the next step is to decide how quickly you'd like this service delivered. Our normal guaranteed delivery times are as follows:

- Well-Being Sessions - within 1 week
- Therapy Sessions - within 2 weeks
- Resources - within 2 working days

Should these delivery times not be sufficient for your workplace, we have a crisis intervention package that will give any employee access to all sessions within 2 working days. The process for accessing this service is simple - have the company representative send us an email with the employee's name and ask for the crisis package.

The cost for this additional package is \$50 per request.

Next, your company needs to decide how to allocate the sessions per person. This varies company to company, but it is important to set this allocation to provide clarity for both the person receiving the service and the therapist. Most companies choose a number between 3-5 and have room for more complex cases with admin approval.



How it All Works



Once this is all set up, the process for accessing services is easy. The employee or family member may reach out to inquire about services. We will email your company's representative to verify their employment or eligibility with your company.

We will then send an email back to the person requesting services letting them know of their approval and what services they can access. An appointment and resources will be offered at this time within the allocated time frames.

Should resources or the crisis package be accessed throughout the month, an invoice will be sent on the last working day of the month for the additional service charges.

Once your current session package is close to ending, we will send out a reminder email with options for renewal. We will discuss and decide when this email is sent based on the packages purchased. Should your company choose to renew their session package, you will receive \$2 off per session ongoing.



How it All Works



It should be noted that to preserve the confidentiality, ethics, and trust of the people we support, our policy is that the only information that will be shared with your company will be their name, the number of sessions attended, the dates these sessions were held, and any requests for more sessions on behalf of the individual.

Once the sessions have been approved by your company's representative, we will connect directly with the individual about the sessions and/or resources.

Should you have any other questions or would like to use ACFB as your company's EAP services, simply email Ashley at: ashley@achangeforbetter.com to start the process.